



## COMMONWEALTH *of* VIRGINIA

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### **MEMORANDUM**

**TO:** Agency IT Resources (AITRs) and Service Level Directors (SLDs)  
**FROM:** Chris Saneda, Director of Customer Support Services  
**RE:** Medium/Large Agency Transition Workshop Documentation

As referenced in the VITA memorandum dated December 19, 2003, the Medium and Large Agency Transition Workshop will be held January 14, 2004. The makeup workshop will be January 21, 2004. Workshop registration is available on the VITA website ([www.vita.virginia.gov](http://www.vita.virginia.gov)) under Hot Topics.

There will also be a follow-up meeting to the workshops on February 4, 2004 from 1-3pm in the VITA Auditorium, Richmond Plaza Building, 110 S. Seventh Street, Richmond, Virginia. This meeting will address any questions or concerns you may have regarding the information presented in the workshops.

In preparation for the workshops, several key documents have been identified that will provide a foundation for some of the basics to be covered in the workshop sessions.

These reference documents are listed below and are located on the VITA website ([www.vita.virginia.gov/integration/transworkdocs.cfm](http://www.vita.virginia.gov/integration/transworkdocs.cfm)).

1. **Standard Operating Procedure (SOP):** An updated, streamlined version of the former MOA; a standard document that provides specifics on roles and responsibilities, service performance requirements and procedural details on how VITA will partner with the transitioning agencies
2. **VITA Customer Care Center (VCCC) Services Handbook:** Details on the VCCC – the benefits, use of the services, and operating procedures
3. **Executive Summary Template:** The agency's transition document that defines specific agreements between VITA and the transitioning agency
4. **Technical Assessment:** An agency's self-assessment of their IT infrastructure and technical environments
5. **Medium and Large Agency Transition Milestones:** Key dates in the medium and large agency transition process
6. **Rates:** VITA's interim rates for providing on-going services

Agency IT Resources (AITRs) and Service Level Directors (SLDs)  
January 8, 2004  
Page 2

I hope you will take this opportunity to review these documents. They should be able to provide some understanding and clarification into the transition process and better prepare you for the workshops.

Please feel free to contact me (804)343-9000 or at [Chris.Saneda@vita.virginia.gov](mailto:Chris.Saneda@vita.virginia.gov) with any questions.